

# LICENSEE

News and Updates from the Virginia Department of Alcoholic Beverage Control, Fall 2008, vol. 14, nos. 3-4

## On- and Off-Premise, IDs to Fraud: Partner with ABC to Protect Your Business

**D**INERS VISIT La Petite Auberge to enjoy French cuisine and linger while they savor dessert and conversation. Customers at 208 Variety Store usually want to zip in, fill their tank, grab a quick snack and drink and be on their way. The Fredericksburg restaurant and Spotsylvania County convenience store are both family-owned businesses with a combined 50 years of experience as Virginia ABC licensees. Their respective customers have different expectations, but the businesses share a very focused approach to ABC compliance.

“When it comes to carding people, we are fierce!” declared La Petite Auberge owner Christian Renault. “If they don’t have a valid driver’s license, they don’t drink. All my staff knows that, and enforces that, even when parents come with their kids after college graduation. If they tell me their child is legal drinking age but he doesn’t have his ID, I tell them: ‘You get a dispensation from the Governor, then I’ll see what I can do.’”

Underage patrons have various reactions when clerks at the 208 Variety Store refuse to sell them alcohol.

“Sometimes they walk out. Sometimes they get angry. Sometimes they try to plead with you,” said Costa “Gus” Kartoudi, an owner of the family-run business. “No matter what they do, I tell them they cannot buy alcohol here until they are 21.”

Gus and his wife, Chryse, have owned the 208 Variety Store and Shell Station since 1988. Oldest son, George, helps manage the store and sons Danny and Loui work there

as well. ABC Special Agent Lisa Wright is impressed with the family’s commitment to preventing underage people from purchasing alcohol and tobacco products. More than 10 years ago, the Kartoudis had their first, and only, administrative charge in two decades of operation.

“It was an honest mistake,” Gus Kartoudi said of the incident. “The clerk did not intentionally sell to someone under 21.

She got mixed up with the dates. But it was still a mistake . . . and we accepted the punishment.”

The purchase was made as part of ABC’s Underage Buyer Program (UAB). After the buy, Agent Wright emerged from outside the store and told Kartoudi what took place and that they were being charged with a violation.

“We cannot go back and change what

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From left, Fredericksburg restaurant owner Christian Renault operates La Petite Auberge with sons Raymond and Christian Jr.



*Licensee* is a quarterly publication for licensees of the Virginia Department of Alcoholic Beverage Control (ABC).

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## Virginia ABC

Virginia ABC is online at [www.abc.virginia.gov](http://www.abc.virginia.gov).

Virginia ABC is . . .

- a public safety agency with law enforcement responsibilities.
- a major source of revenue for the Commonwealth.
- an efficient retail business.
- a provider of educational and prevention programs.
- an administrative hearing agency.



**VIRGINIA DEPARTMENT OF  
ALCOHOLIC BEVERAGE CONTROL**



Governor  
Timothy M. Kaine



## Message from Enforcement



Francis J. Monahan,  
Director, ABC Bureau  
of Law Enforcement

This season as students return to school, the ABC Bureau of Law Enforcement is working on numerous initiatives to address the huge public safety problem of underage drinking.

One of our main tools for measuring underage access is the Underage Buyer Program. During Fiscal Year 2008, ABC special agents and underage operatives attempted to conduct 5,159 checks resulting in a licensee compliance rate of 86 percent. These numbers demonstrate the majority of licensees have drawn a hard line refusing sales to those under 21. We congratulate all those in the licensee community who are "passing" these checks.

We encourage business owners and managers to continue to provide specialized training (see "2008 Fall RSVP & MART Schedules," p. 8) and set the tone for employees that compliance with ABC laws and regulations is a top priority.

Adults providing alcohol to youth, often called social providers, is a widespread and difficult problem to address. Safeguard your business and community by being vigilant against legal-age individuals who purchase alcohol for underage persons. Off-premise licensees can demonstrate a commitment to deterring underage access by participating in Project Sticker Shock. This is a community awareness campaign that involves youth volunteers, accompanied by an ABC agent or other local law enforcement, placing stop-sign shaped stickers on beer and wine packages with a warning message about the penalties for providing alcohol to anyone under 21. The impact of the program is increased by media coverage of the event and by permanent signs displayed by participating licensees.

We also continue to share information in partnership with local law enforcement, concerned citizen groups, students and educators to conduct "Party Patrol" operations. This refers to a variety of efforts to assist communities statewide with disruptive parties that involve underage drinking and associated problems including public drunkenness, impaired driving, sexual assaults and other violent crimes.

For many years the majority of ABC's educational efforts were designed to protect our youth, but we are also very active in addressing the alcohol-related public health and safety concerns specific to older adults. In response to a Governor's mandate that agencies assess the impact of an aging population on state programs, ABC partnered with more than 25 public, private and non-profit organizations to form the Alcohol and Aging Awareness Group (AAAG). This summer, the Virginia Department of Health and the National Conference of State Liquor Administrators both recognized ABC with awards for this innovative Alcohol and Aging initiative.

These initiatives share a common theme: public safety through education, prevention and enforcement partnerships. Perhaps you've heard the slogan: "We want to catch you doing something right." It's true. I urge you to cultivate a partnership with your assigned special agent and our Education section so you can avoid violations and run a safe, profitable business. Please contact us to learn more about these and other ABC initiatives and to provide your ideas about how to make Virginia safer for all citizens of the Commonwealth, from the youngest to the oldest.

*"Safeguard your business and community by being vigilant against legal-age individuals who purchase alcohol for underage persons."*

# ABC 2008 Legislative Round Up

By Jeff Painter, Chief Administrative Officer

**A**FTER the scheduled sixty-day session and five additional days of "overtime" the 2008 Virginia General Assembly adjourned on March 13, 2008. Numerous bills impacting the ABC licensee community were considered. Below are a few highlights of the 2008 General Assembly Session.

A successful agency priority was **House Bill 1117**, which provides ABC Bureau of Law Enforcement with a significant new tool to combat gang activity in the Commonwealth. This bill allows ABC to revoke a license if the licensee has knowingly allowed his premises to become a meeting place or rendezvous for members of a criminal street gang. The bill was a product of Governor Kaine's Interagency Anti-Gang Task Force.

In 2004, the General Assembly passed legislation allowing ABC stores to operate on Sundays in any locality with a population of 200,000 or more. (This impacted Norfolk, Virginia Beach and parts of Northern Virginia.) **House Bill 908** allows for ABC store Sunday sales in any locality with a population of 100,000 or more. This change adds Portsmouth, Hampton, Newport News, Richmond, and Chesapeake to the list of localities eligible for Sunday sales.

**House Bill 1171** was necessitated by the Norfolk 302, LLC, et als. v. Vassar, et als., litigation, in which various sections of the Code and regulations dealing with lewd, disorderly, and noisy conduct at licensed establishments were enjoined from enforcement primarily because certain language was vague and there was no exception for establishments devoted primarily to the arts or theatrical performances expressing matters of serious literary, artistic, scientific or political expression. HB 1171 addresses these issues and establishes that ABC will no longer enforce noise violations.

**House Bill 548** allows the holder of a limited mixed beverage restaurant license to sell and serve dessert wine, in addition to the limited liqueurs they are currently allowed to sell and serve.

Two bills impact licensees who hold gourmet shop licenses: **House Bill 694** allows farm wineries, wineries, and breweries to participate in tastings held by gourmet shop licensees, including the pouring of samples

to any person to whom alcoholic beverages may be lawfully sold. This restores rights lost in a 2005 Fourth Circuit Court ruling. **House Bill 1239** requires an average monthly inventory and sales volume of at least \$1,000 in cheeses and gourmet food. The prior requirement was \$2,000.

Addressing numerous ABC matters, **House Bill 1075** allows a mixed beverage licensee to pre-mix, store and sell sangria and frozen alcoholic beverages for consumption on the licensed premises; requires ABC to adopt regulations providing for alternative methods (including electronic and off-site) for licensees to maintain and store required records; provides for ABC to inspect said records during "reasonable hours"; provides that penalties for first offenses by licensees who can demonstrate their employees have completed an ABC certified training program shall be less than the penalties for those who have not; and allows the selling to persons 21 years of age or older food products with a final alcohol content of .5 percent or more, by volume.

Several other components of this measure, such as should Virginia create a distinction between bars and restaurants, were left in committee so that the ABC Subcommittees of House General Laws and Senate Rehabilitation and Social Services could study them over summer and fall. Questions regarding the study should be directed to Maria Everett, Division of Legislative Services, (804) 786-3591.

**House Bill 1399** eliminates the current limitations on the transfer between licensed wineries or farm wineries of fresh fruit or agricultural products for the purpose of manufacturing, blending, processing, cellaring, or bottling wine. The bill also clarifies the definition of farm as to include any lands within the Commonwealth that are owned or leased by a farm winery licensee.

**House Bill 1562** allows ABC to issue a permit to a bona fide purchaser of a licensed premises that allows the purchaser, under certain conditions, temporarily to continue operating under the former owner's license.

**Senate Bill 669** was good news for ABC's Bureau of Law Enforcement. Several years ago, the FBI restricted access to the national criminal history database for licensing purposes to fingerprint-based checks. Since that time, ABC has been limited to

Virginia-only criminal background checks. Many applicants are not natives of Virginia, so a state check is of limited value. Homeland Security officials advise that many of those on terrorist watch lists are involved in alcohol-related businesses. This bill meets FBI requirements to allow ABC agents to check the national criminal database when conducting background checks on prospective licensees.

The full text of each bill and the associated votes may be found at <http://legis.state.va.us>. Enter the bill number in the Bill Text Search at the bottom left of the page.

If you have questions about how these changes pertain to your license(s), please contact your assigned special agent. ♦

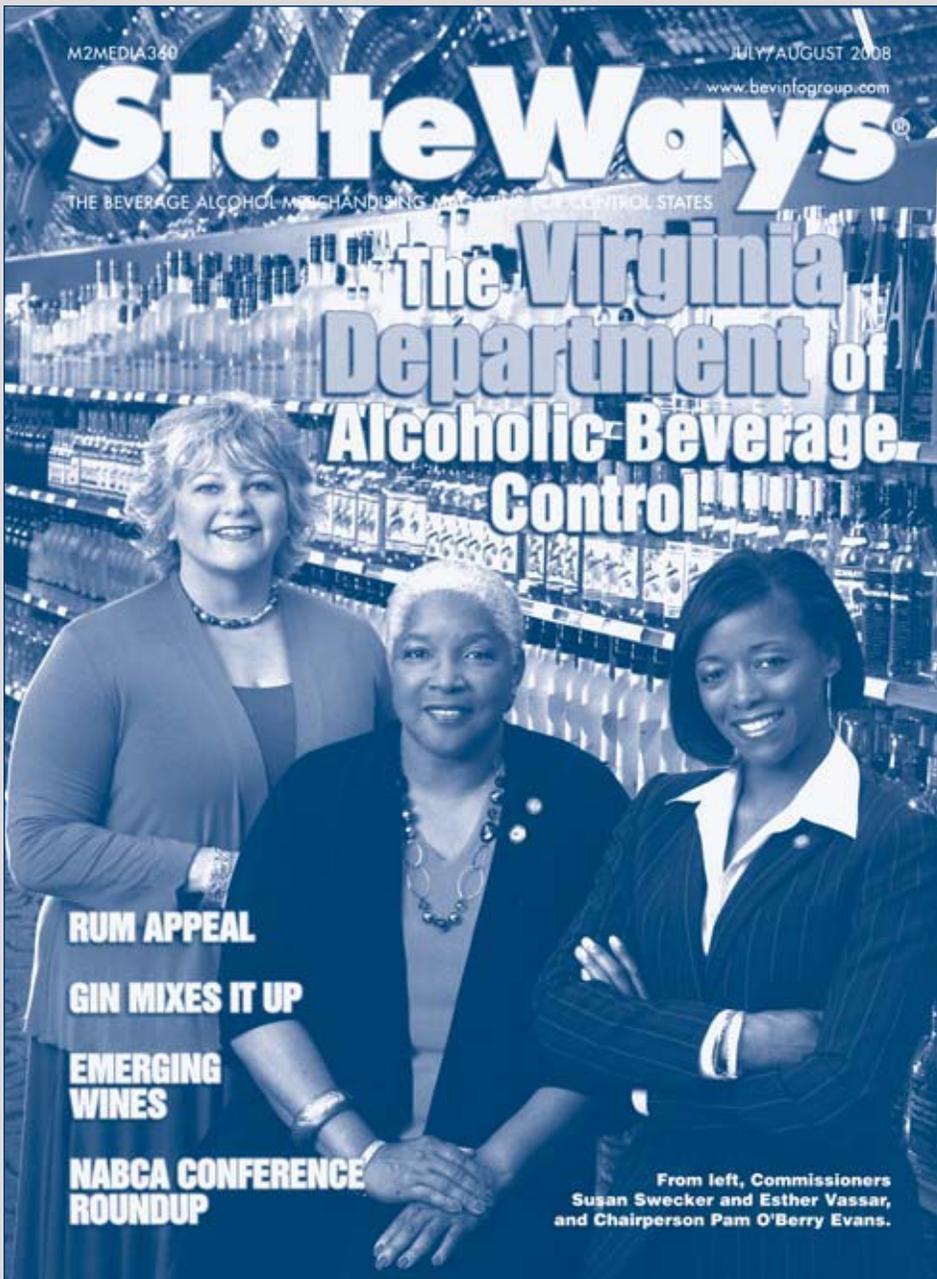


*HB 908 allows for ABC store Sunday sales in any locality with a population of 100,000 or more. Sunday sales are still prohibited in less populated areas.*

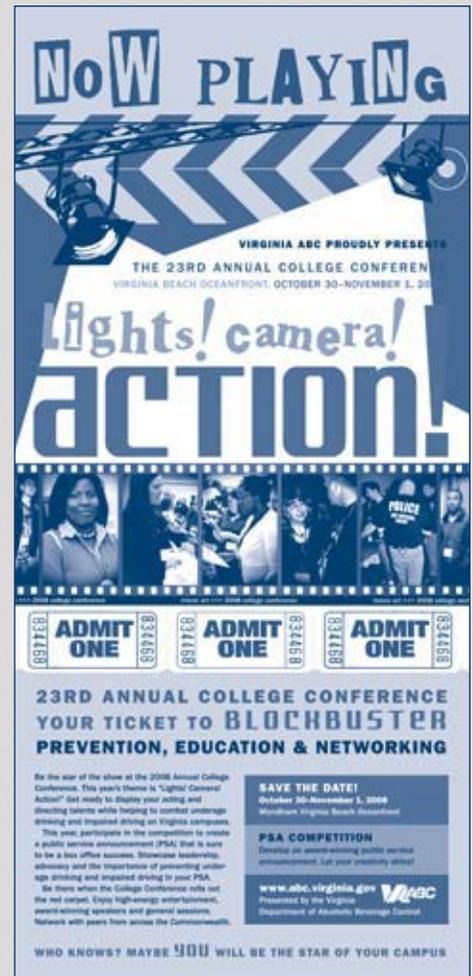
## FAQs

**Question:** Are licensed premises considered "public places" such that a person intoxicated in a licensed restaurant is "drunk in public"?

**Answer:** Yes, restaurants are public places and customers are subject to drunk in public charges. Additionally, licensees are responsible to make certain that intoxicated patrons are not served while in their establishment. (§4.1-100, §4.1-325(3) & 3 VAC 5-50-10)



Virginia ABC is spotlighted in the July/August 2008 issue of StateWays magazine, a leading beverage alcohol merchandising publication for control states. The cover photo features (from left) Commissioners Susan Swecker and Esther Vassar and Chair Pamela O'Berry Evans. Among other achievements, the article highlights the agency's "Aggressive Green Initiatives." To learn what ABC is doing to reduce waste and save money and resources, visit "Greening the Virginia ABC" at [www.abc.virginia.gov](http://www.abc.virginia.gov)



Virginia ABC proudly presents the 23rd Annual College Conference in Virginia Beach October 30–November 1, 2008. This year, participants will create a public service announcement designed to prevent underage drinking and/or impaired driving. If you know a Virginia college student who may be interested, or if you'd like more information, visit the ABC Web site.

## ABC Enforcement CrimeLine

To report a crime relating to any ABC laws, please call the ABC Enforcement CRIMELINE at (866) 437-3155. You may also log onto the ABC Web site, [www.abc.virginia.gov](http://www.abc.virginia.gov), and use the Violation Complaint Form that is available on the home page and under the Laws & Enforcement section. We welcome your involvement with ABC's efforts to maintain public safety while providing public service to Virginians.

## FAQs

**Question:** What are the newest changes to the tasting regulations?

**Answer:** For gourmet shop licensees, both manufacturer (farm wineries, wineries and breweries) and wholesale licensees may participate in tastings held by gourmet shop licensees authorized to conduct tastings, including pouring of samples to any person to whom alcoholic beverages may be lawfully sold.

[www.abc.virginia.gov](http://www.abc.virginia.gov)

# Licensee Violations and Penalties, February–June 2008

As a result of ABC Bureau of Law Enforcement investigations and the ABC hearings process, the following businesses received a minimum sanction of a 10- to 30-day suspension and/or at least a \$500 fine. These sanctions were selected randomly from the Final Decisions and Orders issued February–June 2008.

These sanctions are reported to enhance licensees' awareness of potential penalties for violating Virginia ABC laws and regulations. A summary of all Board Final Decisions and Orders is available on our Web site at [www.abc.virginia.gov](http://www.abc.virginia.gov), under "Hearings and Appeals." This data is made available as an information and prevention resource.

## Convenience Grocery Store/Dayton

Licensee sold alcoholic beverages to underage person; first offense; 25 days suspended or \$2,000 fine.

## Convenience Grocery Store/Ivanhoe

Licensee sold alcoholic beverages to underage person; second offense; 30 days suspended or \$3,000 fine and 10 days suspended.

## Convenience Grocery Store/Lynchburg

Place occupied by the licensee is so located that violations of the ABC Act or the laws of the Commonwealth relating to peace and good order have resulted; no alcohol sold after 8 p.m.; no alcohol will be sold and placed in paper bags only plastic bags; no fortified wine will be sold; no single containers of alcohol beverages will be sold; outside of building will have better lighting; and the licensee will serve a two-year probationary period.

## Convenience Grocery Store/Scottsburg

Licensee was convicted of the violation of laws of this Commonwealth applicable to the manufacture, transportation, possession, use or sale of alcoholic beverages; failed to comply with ABC Laws and Regulations by maintaining a common nuisance; kept or allowed to be kept unauthorized alcohol; sold unauthorized alcohol; revoked.

## Convenience Grocery Store/Timberville

Licensee sold alcoholic beverages to an underage person; second offense; 30 days suspended or \$3,000 fine and 7 days suspended.

## Restaurant/Abingdon

Licensee kept or allowed to be kept unauthorized alcohol; allowed intoxicated persons to loiter upon the licensed premises; permitted consumption of alcoholic beverages between 2 and 6 a.m.; allowed employee to consume alcoholic beverages while in a position involved in selling alcohol; allowed alcohol dispensed for on-premise consumption to be removed from authorized area; allowed consumption of unauthorized alcohol on the licensed premises; 90 days suspended or \$2,000 fine and 60 days suspended.

## Restaurant/Blacksburg

Licensee cannot demonstrate financial responsibility; revoked.

## Restaurant/Charlottesville

Licensee sold to underage person; second offense; 30 days suspended or \$3,000 fine and 7 days suspended.

## Restaurant/Chesapeake

Licensee knowingly employed, other than as busboy, cook or other kitchen help, a person convicted of a felony or crime of moral turpitude; accepted \$2,000 fine.

## Restaurant/Covington

Licensee sold alcohol to intoxicated person; allowed beer dispensed for on-premise consumption to be removed from authorized area; 25 days suspended or \$2,000 fine.

## Restaurant/Culpeper

Licensee cannot demonstrate financial responsibility; failed to keep complete, accurate records; licensee defrauded or attempted to defraud the Board by filing a report by statute or regulation which is fraudulent; establishment ceases to qualify as a restaurant; gross receipts fail to meet the 45-percent rule; revoked.

## Restaurant/Dulles

Licensee failed to have designated manager present; sold alcohol in an unauthorized place or manner; accepted \$1,500 fine.

## Restaurant/Gainesville

Licensee sold alcoholic beverages to four intoxicated people; licensee made gifts of alcoholic beverages; 25 days suspended or \$3,000 fine.

## Restaurant/Hampton

Licensee defrauded or attempted to defraud the Va. Department of Taxation by filing fraudulent report; defrauded City of Hampton by filing fraudulent report; revoked.

## Restaurant/Harrisonburg

Licensee sold alcoholic beverages to intoxicated person; 30 days suspended or \$3,000 fine and 10 days suspended.

## Restaurant/Manassas

Licensee purchased wine or beer for resale from other than manufacturer or licensed wholesaler; did not follow rules and regulations on advertising happy hour; accepted \$1,000 fine.

## Restaurant/Montross

Licensee convicted of felony or crime or offense involving moral turpitude; convicted of a violation involving the manufacture, transportation, possession, use, or sale of alcoholic beverages; 90 days suspended or \$1,000 fine and 60 days suspended.

## Restaurant/Norton

Licensee sold alcohol to an intoxicated person; licensee cannot demonstrate financial responsibility; 25 days suspended or \$3,000 fine; 6 months probation.

## Restaurant/Richmond

Licensee failed to have designated manager on duty; sold alcoholic beverages to underage person; second offense; 30 days suspended or \$4,000 fine and 10 days suspended.

## Restaurant/Springfield

Licensee did not follow rules on advertising happy hour; allowed the consumption of alcoholic beverages by employee while on duty; licensed establishment was so illuminated that agents were prevented from reasonable observation; kept alcoholic beverages not authorized to sell; sold alcoholic beverage in unauthorized manner; licensee failed to obliterate mixed beverage stamps; licensee refilled or partially refilled bottles or containers of alcoholic beverages; 15 days suspended or \$4,500 fine.

## Restaurant/Vansant

Licensee sold alcoholic beverages to underage person; second offense; 25 days suspended or \$2,000 fine and 7 days suspended.

happened,” Kartoudi added, “but we can make sure it does not happen again.”

The circumstances of the UAB purchase at 208 Variety Store are very familiar and frustrating to all Enforcement personnel. ABC Special Agent Carter Wells, whose Fredericksburg territory neighbors Spotsylvania County, said the reason people fail UAB checks is very consistent. “It’s the inability to pay attention to the driver’s license that’s presented to them,” Wells explained. “Ninety-nine percent ask for IDs, but they are not taking the time to correctly calculate the age!”

“The best way to ensure employees read IDs properly is to make it a top priority, give them frequent training and require them to take their time.”

Employee turnover is another challenge to compliance. Wells observed it’s an issue service industries must address. “I know of licensees who have 50 employees,” Wells said. “At the end of the year, they issue a couple hundred W-2s. That’s 300 percent turnover! When you have high employee turnover you need to conduct frequent training—at least quarterly, or odds are, you’ll miss someone.”



Katie Kolakowski has seven years of bartending experience.



208 Variety Store owners, Gus and Chryse Kartoudi, use ABC videos and frequent reminders to ensure employees check IDs properly.

Wells frequently conducts both formal and informal training at licensed establishments. His advice regarding IDs? “When in doubt, throw ’em out, that’s what I’ve told them,” Wells said. “When an employee is not comfortable and refuses a person’s ID, if the customer begins to argue, I encourage them to cite ABC. It doesn’t allow the situation to escalate any further than ‘I don’t have any choice. Those are the rules.’”

Katie Kolakowski, a bartender at La Petite Auberge, said the Renault family sets a very high standard for following ABC rules, and that makes “alcohol maintenance” easy. Since Renault purchased the corporation in 1981, they haven’t had a single ABC violation. She echoed Agent Wells’ straightforward approach. “People without IDs, you’ve got to stick with the rules. You can’t serve them. That’s how the establishment stays open.”

According to Kolakowski, there are times you have to be blunt but when she refuses to serve someone she tells the customer she’s looking out for his or her best interest.

“People are people, and they will make mistakes,” Kolakowski said. “You shouldn’t be afraid to cut them off. That’s how you get repeat clientele...actually caring about your customers, not looking at a dollar sign above their heads.”

It was her boss’s concern for customers that launched a financial investigation at the restaurant in 2005. Renault routinely reviews his servers’ tip percentages. “If it’s consistently low, perhaps service is not being conducted properly,” Renault explained. “I noticed this particular server got tips of 30 percent, 28 percent. I thought he was doing a good job!”

The server’s high tips also caught the attention of the restaurant’s accountant. She suspected the server was altering receipts and notified Renault, who then contacted Agent Wells. Wells reviewed months of receipts. He agreed the server appeared to be increasing his tips by changing numbers on the restaurant’s copy of customers’ receipts.

With the approval of the Commonwealth’s

(continued on page 7)

***“People are people, and they will make mistakes. You shouldn’t be afraid to cut them off. That’s how you get repeat clientele . . . actually caring about your customers, not looking at a dollar sign above their heads.”***

Attorney, Wells initiated an investigation and arranged to eat at La Petite Auberge with the suspect as his waiter. Sure enough, the waiter changed Agent Wells' tip. Agent Wright also visited the restaurant undercover, and her receipt was also altered.

The investigation resulted in 38 charges, including the changes made to Wells' and Wright's tips. The case was adjudicated and the individual served time in prison. Renault explained he felt sympathetic for the server and understands people have personal problems and lapses in judgment. However, he said protecting the reputation of your business is crucial.

"Only a few customers called," Renault explained. "Most did not call. They assumed we had some type of automatic tip policy. I was so relieved this person was caught. Otherwise, this would have been a stain on our integrity."

Just like Renault's customers' reluctance to call and inquire about their bills, Wells noted some licensees are uncomfortable with proactive communication. "Some seem to have me on speed dial," Wells said. "I think others are very hesitant to contact me because they think they might call attention to a problem. But I encourage them to call when they've made a mistake or something's gone wrong. I'd rather hear about it on the front end."

Agent Wright shares this philosophy. "I firmly believe in proactive enforcement—training, assistance and guidance," Wright said. "Too often it is assumed that we enjoy, or thrive on their mistakes and hence their arrests. That is simply not true. Licensees such as the Kartoudis and the Renaults are the strongest link in the chain of preventing underage drinking and tragic accidents. Why wouldn't we want to help them prevent that?" —*Philip Bogenberger and Jennifer Farinholt* ♦

[www.abc.virginia.gov](http://www.abc.virginia.gov)

# ABC Hearings & Appeals Violation Review for Fiscal Year 2007–2008

By Robert O'Neal, Director, ABC Hearings & Appeals

**D**URING the period of July 1, 2007–June 30, 2008, ABC completed processing on 1,085 cases involving 1,489 charges and issued final Board orders to licensees.

## Penalties

The average suspension period given for a violation during this period was 20.67 days; the average civil penalty given as a disposition was \$1,921.18. Civil penalties actually collected from licensees totaled \$1,468,500. When required, the mandatory suspension period given to licensees averaged 12.62 days. There were 22 license revocations, 36 cases dismissed, and 6 cases where the penalties were reduced to a written warning. Of the 34 applications heard in an initial hearing, 27 were granted (some with restrictions), 5 were denied and 2 were withdrawn by the applicants before the final Board orders were issued.

## Case Types

Of the cases processed during this period, 879 had only one violation or objection filed, while 206 had multiple violations or objections filed. Those licensees who had multiple charges filed against them had an average of three violations heard at one hearing.

The 879 cases completed during this period involving licensees who had *one charge or objection* filed by ABC agents were in the following general categories:

- 594 sold alcohol to underage buyers
- 62 failed to file the required Mixed Beverage Annual Review (MBAR)
- 40 failed to maintain qualifications for the type of license
- 21 allowed consumption of alcohol by intoxicated patrons or allowed lewd / disorderly conduct

- 19 failed to file wine tax reports or shipped wine in excess of limits
- 19 had one application objection filed against a requested license
- 19 kept or sold alcoholic beverages they were not licensed to sell
- 11 advertised or conducted a "Happy Hour" in violation of law or regulations
- 9 employed or asked for approval to employ a convicted felon
- 85 had other miscellaneous violations or objections

The 206 cases completed during this period involving licensees who had *multiple violations or objections* filed by ABC agents were in the following general categories (as the primary charge):

- 40 sold alcohol to an underage buyer as the primary charge
- 35 allowed consumption of alcohol by intoxicated patrons or allowed after-hours consumption of alcoholic beverages
- 24 failed to have a designated manager posted / on duty / present
- 18 failed to file required reports or MBARs or to keep accurate records
- 11 kept or sold alcoholic beverages they were not licensed to sell
- 10 purchased alcoholic beverages from other than a wholesaler
- 9 either allowed "peace and good order" or other breach of the peace violations
- 5 failed to maintain financial responsibility or viability
- 54 had other miscellaneous violations or objections

ABC now provides a summary of all ABC Board orders issued on our Web site at [www.abc.virginia.gov](http://www.abc.virginia.gov), under "Hearings and Appeals." This listing is sorted by zip code and is downloadable as an Excel spreadsheet for citizen and licensee use. ♦

## Do Not Sell Stickers 2009 . . . Coming Soon

The "Do Not Sell" stickers for 2009 will be mailed to all licensees in November and December. Please remember to replace the 2008 stickers with the 2009 stickers on New Year's Day. To receive additional stickers, please call ABC's Public Affairs Division at (804) 213-4413 or e-mail the request to [pubrel@abc.virginia.gov](mailto:pubrel@abc.virginia.gov)

## 2008 Fall RSVP & MART Schedules

**Responsible Sellers and Servers: Virginia's Program (RSVP)** is a three-hour class designed specifically for Virginia's on- and off-premise licensees. RSVP classes are designed for bartenders, clerks, cashiers, waitstaff and other front-line employees. The class covers laws and administrative regulations that govern alcohol sales and consumption, detecting fake identifications, preventing intoxicated customers and managing confrontational situations.

**Managers' Alcohol Responsibility Training (MART)**, is a six-hour class developed for managers of Virginia's on- and off-premise establishments. ABC offers this training program to help managers become more responsible and to better understand Virginia laws and regulations. MART participants will learn about employing minors, using advertising properly, requirements for operating an on- or off-premise licensed business, checking identification and other management-related issues.

Visit [www.abc.virginia.gov](http://www.abc.virginia.gov) for more information, to view a current schedule of RSVP and MART classes and to register online.

### **RSVP IN SEPTEMBER**

**9/17, Chesapeake**  
Chesapeake Regional ABC Office,  
1103 South Military Hwy.,  
(two sessions) 9 a.m.–12 p.m. &  
1 p.m.–4 p.m.

**9/17, Farmville**  
South Street Conference Bldg.,  
124 South St., 1 p.m.–4 p.m.

**9/17, Williamsburg**  
Ramada Inn 1776, 725 By Pass  
Rd., 9 a.m.–12 p.m.

**9/24, Richmond**  
Brown Distributing, 7986 Villa  
Park Dr., (two sessions)  
9 a.m.–12 p.m. & 1 p.m.–4 p.m.

**9/24, Alexandria**  
Alexandria Regional ABC Office  
(Fairfax County), 6308 Grovedale  
Dr., (two sessions) 9 a.m.–12 p.m.  
& 1 p.m.–4 p.m.

**9/25, Roanoke**  
Roanoke Regional ABC Office,  
2943 D Peters Creek Rd.,  
9 a.m.–12 p.m.



### **MART IN OCTOBER**

**10/2, Lynchburg**  
Lynchburg Regional ABC Office,  
20353-A Timberlake Rd.,  
10 a.m.–4 p.m.

**10/8, Charlottesville**  
Va. Dept. of Forestry, Fontaine  
Research Park, 900 Natural  
Resource Dr., Suite 800, First  
Floor, 10 a.m.–4 p.m.

**10/8, Richmond**  
Brown Distributing, 7986 Villa  
Park Dr., 10 a.m.–4 p.m.

**10/15, Chesapeake**  
Chesapeake Regional ABC Office,  
1103 South Military Hwy.,  
9 a.m.–3 p.m.

**10/15, Hampton**  
Old Dominion University /  
Peninsula Higher Education  
Center 600 Butler Farm Rd.,  
10 a.m.–4 p.m.

**10/15, Richmond**  
Brown Distributing, 7986 Villa  
Park Dr., 10 a.m.–4 p.m.

**10/23, Abingdon**  
Southwest Virginia Higher  
Education Center, One  
Partnership Circle, 9 a.m.–3 p.m.

**10/29, Alexandria**  
Alexandria Regional ABC Office  
(Fairfax County), 6308 Grovedale  
Dr., 10 a.m.–4 p.m.

### **RSVP IN NOVEMBER**

**11/5, Charlottesville**  
Va. Dept. of Forestry, Fontaine  
Research Park, 900 Natural  
Resource Dr., Suite 800, First  
Floor, 9 a.m.–12 p.m.

**11/12, Richmond**  
Brown Distributing, 7986 Villa  
Park Dr., (two sessions)  
9 a.m.–12 p.m. & 1 p.m.–4 p.m.

**11/13, Roanoke**  
Roanoke Regional ABC Office,  
2943 D Peters Creek Rd.,  
9 a.m.–12 p.m.

**11/19, Alexandria**  
Alexandria Regional ABC Office  
(Fairfax County), 6308 Grovedale  
Dr., (two sessions) 9 a.m.–12 p.m.  
& 1 p.m.–4 p.m.

**11/19, Chesapeake**  
Chesapeake Regional ABC Office,  
1103 South Military Hwy.,  
(two sessions) 9 a.m.–12 p.m. &  
1 p.m.–4 p.m.

**11/19, Hampton**  
Old Dominion University /  
Peninsula Higher Education  
Center, 600 Butler Farm Rd.,  
9 a.m.–12 p.m.

**TBA, Danville**  
(See ABC Web site for location,  
date and time.)



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